



S/N 09/540,502

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amend B
PATENT # 14
T.D.

12/2/03

Applicant: Thomas G. Brewer et al. Examiner: Nguyen, Phuoc H
Serial No.: 09/540,502 Group Art Unit: 2143
Filed: March 31, 2000 Docket No.: NCR 8374 (1592.019US1)
Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER
INTERACTIONS

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Technology Center 2100

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Applicant has reviewed the Advisory Action mailed on November 10, 2003.
IN response thereto, Applicant is filing a Request for Continued Examination (RCE)
along with the attached preliminary amendments. Accordingly, please amend the
above-identified patent application as follows.